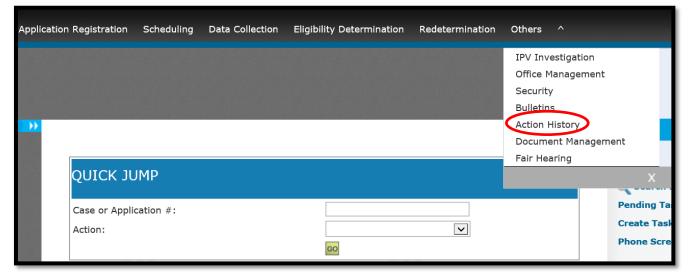# IEDSS Intuitions: Action History

The Action History page in IEDSS is equivalent to the ICES screens IQCT and IQWT. It is an audit trail that displays who has previously worked a case and what actions were taken.

This edition of IEDSS Intuitions will demonstrate the step-by-step process for accessing and utilizing IEDSS Action History.

> "If you don't know your history, then you don't know anything. You are a leaf that does not know it's part of a tree"
>
> - Michael Creighton

Step 1: Select the "Others" caret from the top navigation menu. This will open up a drop down menu. Select "Action History" from the drop down menu.

Step 2: This will open the Action History sub-navigation menu. Click on Action History.

Step 3: The View Action History page will display. Complete the necessary fields.

There are several options for exploring Action History. Here we will review searching by Case and by User.

Searching Action History for Specific Case: click the drop down menu on **Context Type** and select **Case Number** from the drop down menu.

Application Number
Case Number
Claim Number
EDG Number
Fair Hearing Number
Individual Id
Provider Id
User Id

View Action History

SEARCH

Page Name:

Context Type:

Context Id:

Audit User ID:

Action:

Transaction Start Date: * 06 / 27 / 2019

Time: 7 : 00 AM

Transaction End Date: * 06 / 27 / 2019

Time: 7 : 00 AM

SEARCH

Enter the case number in **Context ID** and click **SEARCH.** *Refer to page 3 for more detail.*

Use the **Transaction Start Date** and **Transaction End Date** to choose the time period during which you want to review. If you do not change these dates, the system will default to the current date for both the start and end date and will only display actions taken on the current date.

Searching Action History for Specific User: click the magnifying glass on the **Audit User ID** line. *Refer to Page 4 for more detail,*

Viewing Action History by Case

Name of the page on which action was taken

FSSA user ID

Time and date the action was taken.

Action taken on the case (e.g., page was viewed, case notes were

Context selected during the search

ACTION HISTORY RESULTS

Time Stamp	User ID	Page Name	Action	Context	Context type	
06-25-2019 03:38 PM		Eligibility Determination Results	View		Case Number	👓
06-25-2019 03:38 PM		Medicaid Notice Reasons	View		Case Number	👓
06-25-2019 03:37 PM		View Pending Correspondence	View		Case Number	👓
06-25-2019 03:37 PM		View Pending Correspondence	View		Case Number	👓
06-25-2019 03:37 PM		View Pending Correspondence	View		Case Number	👓
06-25-2019 10:00 AM		Finalize Eligibility	View		Case Number	👓
06-25-2019 09:59 AM		Case Notes	Add		Case Number	👓
06-25-2019 09:55 AM		Case Notes - Search	View		Case Number	👓
06-25-2019 09:55 AM		Finalize Eligibility	View		Individual Id	👓

IEDSS Intuitions: Action History

View Action History by User

Clicking on the **Audit User ID** will bring up the Search Users page.

Search by entering the users name or FSSA ID.

Click **SEARCH.** Review the **SEARCH RESULTS,** and mark the circle next to the desired user. Click **SUBMIT.**

Search Users — Internet Explorer

SEARCH CRITERIA

Field	
First:	
Middle:	
Last:	
User ID:	
User Type:	
Status:	Active
Office Location:	
Role Name:	
Preferred Name:	

↻ reset form

[SEARCH]

SEARCH RESULTS

User ID	First	Last	Preferred Name	Status	Office Location	Last Login	
fssa.				Active	Central Office	06/28/2019 16:14:50	⦿

Page 1 of 1   10 ▾   View 1 - 1 of 1

[SUBMIT]

This will return the ACTION HISTORY RESULTS by user. The Context will show what case number the action was completed in.

ACTION HISTORY RESULTS

Time Stamp	User ID	Page Name	Action	Context	Context type	
06-27-2019 11:26 AM	fssa	Welcome	View	No Context Found	No Context Found	🔲
06-27-2019 11:26 AM	fssa	Case Notes	View	—	Case Number	🔲
06-27-2019 11:26 AM	fssa.	Case Notes - Search	View	—	Application Number	🔲
06-27-2019 11:25 AM	fssa.;	Case Notes	View	1	Case Number	🔲
06-27-2019 11:25 AM	fssa.					
06-27-2019 11:25 AM	fssa.;					

TIP: If you receive a **Random Moment Sample (RMS),** you can use **Audit User ID** to determine the case number you were working on and what action was taken during the date and time on the RMS.